

Facilitation Skills

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Flow

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 - Brave Space
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How to Create Brave Learning Spaces

Brave Space

Controversy with Civility

- Allow for complexity... recognize multiple truths
- Consider how your identities relate to the amount of space you take up.

Own your Intentions AND your impact

- "Sit in it" – resist the urge to fix things.
- Use "I" statements to share thoughts and feelings.
- Track and name behaviors in the space.

Challenge by Choice

- Be fully present and participate at your own comfort level
- Honor we enter the dialogue at different points of knowledge and awareness
- Take risks – lean into discomfort..

Respect

- What's shared here stays here, what's learned here leaves here
- Listen to understand

No Attacks

- Speak your truth with care.
- We will all make mistakes, facilitators included.
- Attempt compassion for yourself and others...be lovingly critical.

**Trust the process, we may leave
feeling unfinished AND we are
working together towards
change.**

Tensions of a Brave Learning Environment

(Parker Palmer)

1. The space should be both bound AND open
2. The space should be hospitable AND "charged"
3. The space should invite the voice of the individual AND the voice of the group
4. The space should honor the "little" stories of those AND the "big" stories of the disciplines and tradition
5. The space should support solitude AND surround it with the resources of community
6. The space should welcome both silence AND speech

Facilitation Skills

Debrief Questions

What? So What? Now What?

- WHAT
 - What are your reactions, feelings? What was the impact of this activity?
 - What happened? What did you track/notice?
- SO WHAT
 - How do you make sense of what happened? Make meaning of the experience?
 - How is what happened like what occurs on campus? In your life?
- NOW WHAT
 - What can you take away from this activity and apply to your role as?
 - What are you committed to doing? What are some next steps?

OAAR

- *Open Ended Questions*
- *Affirmations*
- *Add*
- *Reflective Statements*

Open Ended Questions

- These are questions that cannot be answered with a simple “yes” or “no” answer. Open-ended questions encourage people to talk more about and provide more information about their unique experiences. Open-ended questions focus on the “what,” “which,” “where,” and “how,” related to someone’s experience.
- **Examples**
 - “How did that make you feel?”
 - “Where do you think that value comes from?”

Affirmations

Affirmations are statements that a facilitator makes to support, encourage, reinforce, and acknowledge someone being vulnerable, sharing an experiences, being authentic, etc. To be effective, affirmations must be sincere, specific to the person’s experience and immediate.

- **Examples**
 - “Thank you for sharing your story, it must have taken a lot of courage to share.”
 - “You were really brave to stand up to the person running the group home and advocate for one of the youth.”

Add

Encourage participants to think before they choose to speak and be intentional that each addition of some new fact, or something from their personal experience that gives some new information, or a different point of view that builds upon the current topic of conversation.

Examples

- “How will what you add/share bring us to a deeper understanding of each other?”
- “How will sharing right now bring us to a deeper level of dialogue?”

Reflective Statements

Reflections are statements made by the facilitator that echo, repeat, rephrase, or reword what someone in the group has shared. The result of using reflective statements is people feel listened to and understood.

Examples

- “It sounds like you are really happy that Bill from the soup kitchen has finally let you sit with him during lunch.”
- “From what I am hearing, the reason you don’t want to go back to the neighborhood is because you are overwhelmed by the stories, not because you are scared of the people.”

RAPS

- R: RELATE to others, their comments
- A: ASK questions to explore
- P: PAN the environment, yourself ~ as data to diagnose; name your pan as an intervention
- S: SHARE, use self-disclosure as your response

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Relate

- R: RELATE to the person who made the comment (Reflectively)
- How are you just like this person? Were just like them? (search in other categories of difference)
- When have you said or done something similarly?
- When might you say or do something like this in the future?

Relate

R: RELATE to the person or their comment/behavior

- I relate to what you're saying, I...
- I have felt the same way...
- I remember a time when I...
- I did the exact same thing...
- How do others relate to that comment
- Who can relate?
- What you're saying seems to relate to what so-and-so just said...

Ask

A: ASK about the specifics behind the person's comment or behavior

- Gives you time to center, better understand the comment, choose a response
- May help the person hear themselves and reflect on what they said, the impact...

Ask

A: ASK clarifying questions

- I want to make sure I understand your point...you think that...
- Are you saying that...
- Help me understand what you meant by that?
- I don't understand your point...
- What do you mean when you say...
- Come again? Or Can you repeat that?

Ask

A: ASK questions to gather more information

- Could you say more about that...Tell me more...
- Can you give us an example of what you're saying...
- Help me understand what you disagree with...find frustrating...
- Help me understand how you got to that conclusion?
- What has been your experience that led you to that conclusion?
- What readings or research are you referencing

Ask

A: ASK questions to get them to reflect on their comment

- When was the first time you heard that?
- How do you think others could be impacted by your comment? Behavior?
- Why might others disagree with your comment?
- What if I gave you a convincing argument and data that was counter to your perspective? What might that mean for you?
- How do you think others will view you when you make similar comments?

Ask

A: ASK questions to explore their intention

- What were you hoping to communicate with that comment?
- Help me understand your intent when you said...
- What did you mean to say with that comment?
- What is underneath your comment/question?

PAN

Based on what you PAN, engage others in the conversation

- I noticed that.... I overheard your conversation and thought I heard you say....
- I notice that folks were laughing...I'm curious what that's about?
- I noticed how quiet everyone just got...I'm wondering what is going on for folks?
- It seems some people were impacted by that statement...
- I'm noticing you're speaking with a lot of energy and emotion...
- We've had some comments from this side of the room, what are your thoughts and reactions? (look at the other side of the room)
- I'm wondering if people are feeling triggered right now?
- The energy in the discussion seemed to shift after...

PAN

Give the "benefit of the doubt" if you directly confront their comment ~ a face saving tactic

- I trust/know you didn't intend this...
- You're probably not aware of the impact of your comment...

Share

S: SHARE: "Put a Face on the Issue"

- Share a personal example or one you have heard from a credible source
- Invite others to share personal examples and stories ~ verbally; in writing
- Offer to share resources, articles so they can review different perspectives
- Offer to meet with them and talk about your life experiences on and off campus
- Ask them to talk with 2-3 other people in the near future to hear their experiences and stories

Share

S: SHARE: Share about yourself

- Self-disclose with a story or example; your feelings in the moment; the impact of a comment or behavior, etc.
- My heart aches as you tell that story...
- As a ___, I... (tell a story, give an example)
- I'd like to share the impact of your comment...
- I'm feeling uncomfortable with what you're saying...
- I'm noticing I'm feeling ___, anyone else?
- I notice I feel triggered right now....
- That's a trigger word/phrase for me...
- I need to stop a moment and talk about what just happened. I...